

# Colorado State Mediation Program

## **Description:**

The State of Colorado's Mediation Training Program is a five-day (40 hour) training program.

Conflict can act as a creative force for change. However, failing to deal with conflict in a constructive manner often damages individuals, organizations and relationships. Our traditional adversarial process of conflict resolution has a negative influence upon individuals and work groups. Unresolved conflict often escalates into destructive behavior and sometimes violence.

In this course the student will learn basic mediation concepts and skills including: the dynamics of conflict; steps in the mediation process; the importance of moving from positions to interests; active listening skills; information gathering skills; ways to develop options; successful reality checking; and techniques for writing an agreement. Each student will be given the opportunity to experience and practice their mediation skills.

## **Course Competencies:**

By the end of this course, students should be able to:

1. Define and explain fundamental mediator skills, such as active listening, reframing, summarizing, brainstorming, issues and positions, option generation, etc.
2. Identify their personal approach to conflict and explain how that influences their roles as mediators.
3. Demonstrate a basic level of proficiency in mediation intake, opening the session, issue identification, moving from positions to issues, option generation and writing a memorandum of understanding.

**WHO SHOULD ATTEND:** Managers and staff who want to improve their conflict resolution skills, build better work relationships and foster a healthier work environment.

**Facilitator:** Steve Charbonneau

**Cost:** \$725

**Time(s):** 8:30 – 4:30

**Schedule:** February 3,4,10,11,18, 2005  
April 14, 15, 21, 22 & 29, 2005  
October 6, 7, 13, 14 & 21, 2005

Class Code: MD020305  
Class Code: MD041405  
Class Code: MD100605

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